

We keep people connected
WHEN IT MATTERS MOST



We create smarter ways to
KEEP ALL OUR COMMUNITIES SAFE

We design with AN OPEN MIND

CALL CENTER APPLICATIONS

Call Processing, Mapping, Data Management / Reporting

Training Catalogue

January 2015

AIRBUS DS COMMUNICATIONS TRAINING CATALOGUE

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INTRODUCTION

ABOUT AIRBUS DS COMMUNICATIONS

Airbus DS Communications is a trusted leader in mission critical communication, emergency notification and P25 land mobile radio. Our history dates back to the 1960's with the development of single console telephone dispatch systems for utility call centers. Decades of consistent innovation, advancing technology, and targeted research and development have provided a solid foundation and ever increasing market share. In fact, 60% of all 9-1-1 calls in the U.S. are received by Airbus DS Communications mission critical solutions. Twenty-two of the thirty most populous U.S. cities and over 850 federal installations, including the Department of Defense, trust Airbus DS Communications solutions.

Today, our systems include Next Generation 9-1-1 call processing applications, P25 land mobile radio, emergency notification and managed services. The breadth of our solutions is unmatched in the public safety, federal and corporate industries.



Technology and, more importantly, communication media and methods of delivery are evolving at an unprecedented pace. The public safety, federal and corporate systems of today need to be flexible enough to support these new requirements. Based on a common technology framework that is standards-based, secure, built on an IP core and utilizing a flexible, software-driven architecture and commercially available off-the-shelf hardware, Airbus DS Communications solutions are designed expressly to support next generation communication requirements simply, powerfully and economically.

As one of our valued customers, we encourage you to take part in our comprehensive, yet highly flexible education program – our Airbus DS Communications University. The curriculum is designed to ensure your complete understanding and successful use of the solutions and services of our full-circle security and communications portfolio. Our Call Center Application courses cover IP-enabled call center applications, mapping, and data management / reporting. All classes are led by friendly, knowledgeable product training specialists, dedicated to meeting the educational requirements of new and returning students alike.

What is critical to you, matters to us. CRITICAL MATTERS™

REFERENCES / CONTACTS

TrainingAdmin@airbus-dscomm.com (Training, Courseware)

Quotes@airbus-dscomm.com (Sales, Quotes)

<http://www.airbus-dscomm.com/services/training/> (I&M Class Schedule / Registration)

<https://extranet.peinc.com/Marketing> (Partner Portal/Partner Resource Library). Contact your Airbus DS Communications Channel Partner Manager if you require access to this site.

TRAINING CENTERS



Chris Rooney - Senior Trainer

The Airbus DS Communications' training centers are located in Temecula, CA and Westchester, IL. Each center has two state-of-the-art classrooms equipped with all of the current, up-to-date hardware and software. Our training centers are designed specifically for learning the solutions of our full-circle call processing, mapping, and data management / reporting portfolio. Our skilled and personable training specialists are dedicated to meeting your unique educational needs.

Temecula Training Center

42505 Rio Nedo
Temecula, CA 92590
951.719.2100

Chicago Area Training Center

10330 W Roosevelt Road , Suite 306
Westchester, IL 60154
708.450.1911

TEMECULA, CA

<http://www.airbus-dscomm.com/services/training/locations/1.php>



WESTCHESTER, IL (CHICAGO AREA)

<http://www.airbus-dscomm.com/services/training/locations/2.php>



PRODUCT LINE OVERVIEW

CALL PROCESSING

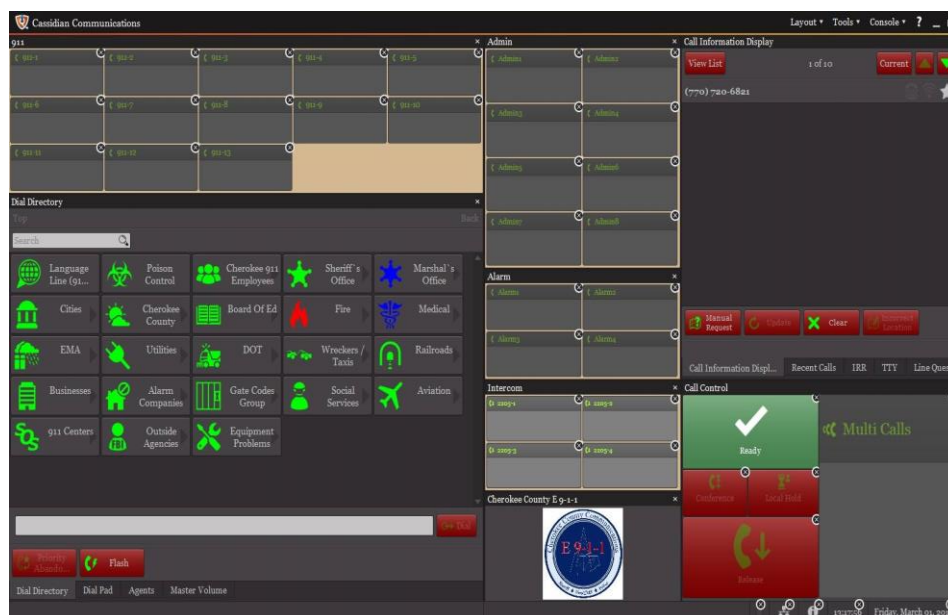
VESTA®/Sentinel® 4 (VESTA® 9-1-1)

VESTA/Sentinel 4 establishes the new benchmark for NG9-1-1 call taking. It combines Session Initiation Protocol (SIP) call handling with advanced Airbus DS Communications call control technologies to support emergency and administrative call taking needs of PSAPs with up to 250 positions.

It also includes standard telephony features, e.g., automatic call distribution (ACD) one-button transfer and dynamic conferencing. Plus its flexible, open architecture often eliminates the need for a traditional PBX, reducing call center costs and easily accommodating single and multi-site (geo-diverse) deployments.

The system features an all-new, highly configurable and vastly intuitive user interface, considered a foundational component of our next generation integrated, geospatial multimedia platform.

Delivering cost-effective scalability to emergency call centers with 2 to 250 Call Takers, the VESTA/Sentinel 4 solution supports multi-site and multi-agency deployments from geo-diverse and redundant configurations with centralized configuration of distributed users and resources.



Its purpose-built internet protocol (IP) soft-switch design delivers uninterrupted mission critical SIP telephony with remote site survivability. The solution features a striking, all-new, highly configurable desktop user experience that supports multiple layouts and workflows with an advanced dial directory that provides best-in-class contact management and dialing control.

Activity View facilitates comprehensive PSAP supervisory monitoring and alerting, agent queue status and threshold-based alerting using wall displays. Industry leading call handling capabilities provide the flexibility to choose ACD, skills-based ACD, shared lines or hybrid operations supporting dynamic conference modes and selective call answer from the ACD queue. Providing an intuitive roles-based display with PSAP selection at login, the VESTA/Sentinel 4 solution delivers multi-PSAP support with individual call distribution, abandoned calls, contact lists and reporting.

MAPPING

ORION™ Vela® (VESTA® Locate)

The ORION Vela solution makes it possible for mission critical Call Takers to field calls, determine caller locations, and immediately dispatch the appropriate first responders. With superior mapping functionality, an intuitive, information rich graphical user interface, and scalable design, the ORION Vela solution allows for enhanced customization of its display, integrates seamlessly with the Airbus DS Communications VESTA and Sentinel call taking platforms, and supports computer-aided dispatch (CAD) operations.

The ORION Vela solution can also act as a standalone mapped AII system. It provides multiple configurable map views, access rights based on user login, and improved user controls for map navigation. With built-in support of ESRI-compliant Shapefiles and Personal Geodatabases, the ORION Vela solution allows customers to utilize their existing ESRI tools to build and maintain map data sets.

The ORION Vela solution also enables implementation of multiple layers with different projected coordinate systems as well as differing database structures, and next generation connectivity allows incorporation of previously inaccessible data layers such as real time weather overlays and regional datasets.

The ORION Vela solution also incorporates plug-in technology to converge multiple mapping capabilities into a single application. Call Takers are notified of incident critical information such as hazardous materials location or building floor plans. One-way streets, speed limits, road closures, special events and other traffic impacting attributes are fully considered in planning the most effective driving directions.



DATA MANAGEMENT / REPORTING

Aurora® (VESTA® Analytics)

The new and improved Aurora solution offers an advanced, but intuitive reporting engine and data mining solution, such as a report providing the duration of delay between receiving phase 1 and phase 2 ALI records. It provides easy to run standard reports while at the same time allowing users to build customized, ad hoc reports or dashboards.

The Aurora solution also adds a number of new emergency call center key performance indicators (KPIs). Agent efficiency factor and ready/not-ready ratio are just a couple of the new KPIs that are automatically pre-calculated and available in the Aurora solution's data warehouse.

The Aurora solution automatically associates related events, simplifying incident reconstruction, organization, searching and archiving. The Scenario Management System allows users to create their own associations and save them under a user defined scenario name. It also offers integration with leading digital logging recorders so users can retrieve recordings directly.

The Aurora solution improves efficiencies in staffing, standard operating procedures and information management by offering a number of features that enhance the ability of call center management to gather, organize, data mine and report on call center metrics.



Aurora® LITE (VESTA® Analytics LITE)

Aurora LITE is designed for smaller sites that require basic reporting. It includes the ability to search for a call, export a Call Details Record (CDR), and run a small set of pre-defined reports. Data is automatically purged after 14 months ensuring that sites will have access to data for running historical reports, comparing trends, and maintaining performance..

Aurora LITE improves the ability to report near real-time information quickly for sites that have five (5) or fewer call-taking positions and handle fewer than 100,000 calls per year. Aurora LITE supports the ability to accept an agent's role from the CTI and assigns activities to the specific role providing information for reporting and analysis

ORION™ DataSync

An automated map and data updating solution designed to synchronize map data across LAN/WAN whenever data is updated, saving time and money.

PART NUMBERS

The training part numbers for our primary product line are listed below. Full course descriptions for each class are included in a separate section within this catalogue; click on the product hyperlink below to quickly access the course description. For training course costs, contact our Sales Department at: Quotes@airbus-dscomm.com

- Note:** Airbus DS Communications also offers Installation and Maintenance (I&M) “By Demand” classes for our non-standard I&M product offering. These products are listed in the I&M Overview section of this catalogue. We also offer End User / Customer Site “Special Order” classes for our non-standard end user product offering. These products are listed in the End User Overview section of this catalogue.

INSTALLATION & MAINTENANCE TRAINING

CALL PROCESSING

VESTA/Sentinel 4 (VESTA 9-1-1) I&M/Admin	000001-06700 (In-Factory) 000001-26700 (Suitcase – Customer Site) 000001-26704 (Suitcase – Regional at Conference Center Training Room)
VESTA/Sentinel 4 (VESTA 9-1-1) Troubleshooting	000001-06706 (In-Factory) 000001-26706 (Suitcase)

MAPPING

ORION Vela (VESTA Locate) I&M/Admin	000000-15710 (In-Factory) 000000-25710 (Suitcase)
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DATA MANAGEMENT / REPORTING

Aurora (VESTA Analytics) I&M/Admin	000000-04400 (In-Factory) 000000-24400 (Suitcase)
ORION DataSync I&M/Admin	000000-05800 (In-Factory)

END USER / CUSTOMER SITE TRAINING

CALL PROCESSING

VESTA/Sentinel 4 (VESTA 9-1-1) – Administrator (Upgrade)	000001-06703
VESTA/Sentinel 4 (VESTA 9-1-1) – Standard Administrator	000001-06704
VESTA/Sentinel 4 (VESTA 9-1-1) – Advanced Administrator	000001-06708
VESTA/Sentinel 4 (VESTA 9-1-1) – Agent Train-the-Trainer (TTT)	000001-06702
VESTA/Sentinel 4 (VESTA 9-1-1) – Agent	000001-06701
VESTA/Sentinel 4 (VESTA 9-1-1) – IP Phone	000001-06799

MAPPING

ORION Vela (VESTA Locate) – Administrator	000001-25714
ORION Vela (VESTA Locate) – Agent Train-the-Trainer (TTT)	000001-55712
ORION Vela (VESTA Locate) – Agent	000001-45711

DATA MANAGEMENT / REPORTING

Activity View – Administrator	000001-06074
Aurora (VESTA Analytics) – Administrator	000002-24404
Aurora (VESTA Analytics) – Administrator Remote	000000-24405
Aurora (VESTA Analytics) LITE On-Site	000000-24407
Aurora (VESTA Analytics) LITE Remote	000000-24406
ORION DataSync – Administrator for Vela	000001-25804

CUTOVER COACHING

Cutover Coaching	000001-08538
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INSTALLATION & MAINTENANCE OVERVIEW



Target audience for this curriculum is technicians responsible for installation and/or maintenance of the selected course. The list of I&M / Admin classes with detailed information (part numbers, duration, class size, pre-requisites, and class description) is contained in this section.

For class costs, contact our Sales Department at: Quotes@airbus-dscomm.com

IN-FACTORY CLASSES

These classes are scheduled at one of our Training Centers at Temecula, CA or Westchester, IL (Chicago area). Recommend that you register for a course at least 30 days prior to the beginning of class. For a complete listing of class dates and locations, or to register for a class, please visit our website at:

<http://www.airbus-dscomm.com/services/training/>

SUITCASED / CUSTOMER SITE CLASSES

Suitcased classes are courses specifically for technicians that are instructed at a customer's location. Airbus DS Communications ships a self-contained mobile unit to the site. Each class can have a maximum of 8 students participating. Shipping and handling will be a separate charge for each required system. Room requirements for a suitcased class include:

- Training Room (minimum size 19' x 19')
- Whiteboard (minimum size 4' x 6')
- Four (4) 6' tables (2 per student) set up as classroom style
- Instructor podium or table for laptop, projector, etc.
- One chair for each student and instructor
- Projector screen / Computer projector
- Sufficient number of power outlets for computers, projectors, etc (at least 3)

To order a suitcase class, contact our Sales Department at Quotes@airbus-dscomm.com

“BY DEMAND” I&M CLASSES

The following I&M/Admin courses are only available on demand and will be scheduled once a minimum of four (4) students have requested registration.

Please contact our Training Department at TrainingAdmin@airbus-dscomm.com to request a Course Syllabus and / or be placed on the list for any of these “by demand” courses.

- CS I&M/Programming
- MagICTM I&M/Admin
- ORION Aries[®] I&M/Admin
- ORION MapStarTM I&M/Admin
- Pallas I&M/Programming
- PEAbodyTM I&M/Admin
- Sentinel CM I&M/Admin
- Sentinel ECS-1000/RescueStar I&M/Admin
- Sentinel Patriot 3 I&M/Admin
- VESTA CS I&M/Admin
- VESTA PallasTM I&M/Admin
- VESTA SL-100 I&M/Admin
- VESTA/Sentinel 4 I&M/Admin Delta

INSTALLATION & MAINTENANCE TRAINING COURSE DESCRIPTIONS

The target audience for this curriculum is technicians responsible for installation and maintenance of VESTA/Sentinel 4.

CALL PROCESSING

VESTA/Sentinel 4 (VESTA 9-1-1) I&M/Admin

- Part Number:
 - VESTA /Sentinel 4 (VESTA 9-1-1) I&M/Admin: 000001-06700 (In-Factory)
 - VESTA /Sentinel 4 (VESTA 9-1-1) I&M/Admin: 000001-26700 (Suitcase – Customer Site)
 - VESTA /Sentinel 4 (VESTA 9-1-1) I&M/Admin: 000001-26704 (Suitcase – Regional / Training Room at Hotel Venue)
- Course Description: The course provides technicians with the knowledge to install, configure, and maintain the VESTA/Sentinel 4 system. The course content includes:
 - Introduction to System Architecture / Technology Overview - IPS Basics (Foundations for VoIP/SIP)
 - Virtualization / VMWare
 - SIP Phone Overview
 - Call Flow
 - Media Communications Service (MDS)
 - Data Distribution Service (DDS)
 - Gateways / 9-1-1 Trunks / Analog Lines / ALI
 - Console Setup and Configuration
 - Dial Plans and Ringdowns
 - Redundancy – Utilizing Failure Scenarios
 - Critical Product Restoration (CPR) Procedure
 - Troubleshooting Tools / Guidelines
 - Configuring EIP Phones
 - Multi-Agency / Multi-Role Planning / Implementation
 - Installing and configuring peripheral applications (Activity View, IRR)
- Duration: 10 days
- Prerequisites:
 - Computer Literacy: Installing and configuring applications / drivers and using control panels in MS Windows XP
 - 9-1-1: Basic understanding of 9-1-1 communications
 - PBX /Telephony: Installing voice and data lines and trunks, and installing and configuring any PBX
 - Networking: Basic knowledge of internet/LAN technology (subnets, routers, firewalls)
 - Network Diagnostic Tools: Some experience with tools such as Ethereal
 - Security: Basic knowledge of internet threats/defenses

- Certification: Each student who successfully completes this course and passes the end of course written assessment with a score of 80% or higher will be certified to install and maintain the VESTA/Sentinel 4 product.
- Offered:
 - In-Factory – Airbus DS Communications Training Center (max 12 students)
 - Suitcase / Mobile Unit – Customer Site or Regional Area / Conference Training Room at Hotel Venue (max 8 students)

VESTA/Sentinel 4 / (VESTA 9-1-1) Troubleshooting

(For VESTA/Sentinel 4 Certified Technicians)

NOTE: This course is designed for VESTA/Sentinel 4 Release 2 (or greater) certified technicians that have a working knowledge of the features and functions in VESTA/Sentinel 4 Release 2 (or greater). Hands-on Lab Exercises and “Real World” Technical Support trouble issues will be primary components of this class.

- Part Number:
 - VESTA /Sentinel 4 (VESTA 9-1-1) Troubleshooting: 000001-06706 (In-Factory)
 - VESTA /Sentinel 4 (VESTA 9-1-1) Troubleshooting: 000001-26706 (Suitcase)
- Course Description: The course provides Technicians with hands-on exposure to various system related troubles and how to analyze, isolate, and fix many common problems. Explore the practical use of several diagnostic tools and logs in the system to assist in troubleshooting. Review proper database back-up and restore processes in order to maintain configuration databases. The course content includes:
 - Introduction
 - System architect overview
 - Single, hosted non-geo diverse, and hosted geo diverse site deployments
 - Incoming System Call Flow Process
 - Incoming 911 trunk (CAMA/FXS/MDS/DDS)
 - Incoming POTS line (POTS/FXO/MDS/DDS)
 - Incoming PRI line (Admin/M1K/MDS/DDS)
 - Outgoing System Call Flow Process
 - Console context builder
 - Impact of Role/Agency in Dialing plan
 - MDS Dialing plans – how the PBX interprets out dialing requests to Gateway
 - Outgoing regular Admin line (Console/MDS/FXO)
 - Outgoing DAAL line (Console/DDS/MDS/FXO)
 - Gateway
 - Working with Wireshark to isolate a problem
 - Working with gateway logs to isolate a problem
 - Trouble shooting gateway problems
 - Backing up a gateway
 - Upgrading a gateway
 - ALI/CAD/TS-4
 - ALI/CAD flow with various deployments of ALI/CAD using TS-4/Black Box
 - Using Tracer logs to assist in ALI/CAD issues
 - Trouble shooting ALI /CAD problems

- Consoles
 - Console setup and configuration utility
 - SAM settings and customization for multi-agency
 - Review of Event Notification (Admin versus 9-1-1 calls, conversion of legacy ringers)
 - IRR configuration with SAM, optimizing for the sites needs
 - Common SAM issues and what to look for
 - Isolating and analyzing common Console issues
 - Using the userActionslog.txt
- Servers
 - Proper way to switch active DDS servers
 - Backing up and restoring DDS/couch DB
 - Database Schema Installation and Upgrade Utility
 - DBS Maintenance Utility_Installer.exe to validate health of DDS couch db
 - MDS Replication Validation required for upgrades and replication issues
 - Backing up and restoring MDS
- Network Switch
 - Installing Pumpkin to backup network switch database
 - Using Pumpkin to restore a network switch database back into operation.
 - Proper use of port monitoring in isolating problems using Wireshark
- Collecting Logs
 - userActionsLog.txt
 - Tracer files
 - Dump files
 - Log submission to Airbus DS Communications via remote or TEMDropbox
 - Using Aurora as a diagnostic tool
- Duration: 4 days
- Prerequisite: Certified VESTA/Sentinel 4 (Release 2 or greater) I&M/Admin course with hands-on experience with system installations / maintenance. Certifications will be verified by Airbus DS Communications Training Administrator.
- Offered:
 - In-Factory – Airbus DS Communications Training Center (max 12 students)
 - Suitcase / Mobile Unit – Customer Site (max 8 students)

ORION Vela (VESTA Locate) I&M/Admin

- Part Number:
 - ORION Vela (VESTA Locate) I&M/Admin: 000000-15710 (In-Factory)
 - ORION Vela (VESTA Locate) I&M/Admin: 000000-25710 (Suitcase)
- Course Description: This course occurs prior to the installation of an ORION Vela system. The course provides the technician or designated personnel with the knowledge to install, configure, and maintain the ORION Vela. The course content includes:
 - Introduction
 - System Block Diagram - Explanation of Components and Configurations
 - Introducing Optional Products (Pictometry, DataSync)
 - System Installation
 - Hardware / Software Installation Requirements
 - Installing System CD, PMC/Universal Components, ORION Vela Broadcast Server (Optional), ORION Vela Serial Server (If needed), ORION Vela
 - DDE with VESTA vs. Sentinel with Hot Fix
 - Understanding Templates and Map Projects
 - Configuring ALI Sources, Setting up ALI Parser / Class of Service Codes on the First Position
 - Setting up Wireless Rules
 - Installing the Pictometry Plugin (Fee based Option)
 - Updating Additional Positions (No DataSync)
 - Copying the config files, Map Data folder, Template folder
 - Trouble Shooting the Broadcast Server, DDE Communications, Serial Communications
 - Assigning Users to Groups and Templates
 - Using ORION Vela
 - Creating / Updating Map Projects Overview (Map Windows)
 - Working with Templates
 - Updating Templates (Overview)
 - Incident locations, Callouts, Wireless, Points of Interest / Zoom Levels
 - Incident Fields and Incident Display Grids
 - Discrepancy Recording / Publishing Configuration Data
 - Global Geocoding Settings, Address Geocoding, Centerline Geocoding
 - Score Reductions
 - Standardized Names, Address Dictionary Rules, and Translate Rules
 - Routing and Preplans
- Duration: 3 days
- Prerequisites:
 - Experience with PC hardware and design
 - Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users
 - Experience installing and troubleshooting Windows applications
 - Knowledge of ESRI's ArcGIS is not required for installation but is considered highly beneficial towards understanding and supporting all Airbus DS Communications mapping products.
- Offered:
 - In-Factory – Airbus DS Communications Training Center (max 8 students)
 - Suitcase / Mobile Unit – Customer Site (max 8 students)

Aurora (VESTA Analytics) I&M/Admin

- Part Number:
 - Aurora (VESTA Analytics) I&M/Admin: 000000-04400 (In-Factory)
 - Aurora (VESTA Analytics) I&M/Admin: 000000-24400 (Suitcase)
- Course Description: This course provides training on the installation, configuration, and administration of Aurora. The course content includes:
 - Introduction
 - About Aurora and Components
 - Displaying Events and Generating Reports
 - Aurora Application Manager – Aurora Elements
 - Aurora Archive
 - Upgrade Utility
 - CDM (Configuration Data Management)
 - License Management
 - Site Management
 - Users and Groups
 - Creating Aurora Users and Permissions
 - Configure Default User Preferences
 - Report Groups Configuration
 - Installing Aurora
 - Configuring Aurora service accounts
 - SQL Server security
 - Reporting Services
 - Restarting IIS
 - Post installation tasks
 - Integrating Other Products with Aurora
 - Migrating MagIC and Patriot Stats Data (optional)
 - Basic Maintenance
 - Archiving, Upgrading, Configuration Data Management, Shift/Work Period Managements, License and Site Management
 - Installer's Checklist (a comprehensive list outlining install and configuration tasks to complete prior to use by end users and training efforts)
- Duration: 2 days
- Prerequisites:
 - Experience with PC hardware and design
 - Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users
 - Experience installing and troubleshooting Windows applications
- Offered:
 - In-Factory – Airbus DS Communications Training Center (max 8 students)
 - Suitcase / Mobile Unit – Customer Site (max 8 students)

ORION DataSync I&M/Admin

- Part Number: ORION DataSync I&M/Admin: 000000-05800 (In-Factory)
- Course Description: This course typically follows an ORION Vela I&M course at sites where an enterprise DataSync solution is installed and ready for use. This course covers the necessary skills to administrate a DataSync solution in either an enterprise WAN or LAN configuration. The course content includes:
 - Introduction
 - DataSync and ORION Product Line
 - Understanding DataSync 4.0 Components
 - System Block Diagram with Conceptual
 - Single Call Center (LAN) / Enterprise (WAN) Solution
 - Configuring and Using DataSync
 - DataSync Publisher
 - Vela Publishing
 - DataSync Client
 - R1 Distribution Manager (Enterprise Solution)
 - Maintenance and Troubleshooting
- Duration: 1 day
- Prerequisite:
 - ORION MapStar I&M/Admin or ORION Vela I&M/Admin
- Offered:
 - In-Factory - Airbus DS Communications Training Center (max 8 students)

END USER / CUSTOMER TRAINING OVERVIEW



RECOMMENDED ORDER OF CLASSES

Airbus DS Communications recommends the following order of end user / customer training for the most effective instruction and implementation. For all of our end user products (Call Processing, Mapping, and Data Management / Reporting), Administration training must be conducted before Agent training in order to get the system prepared and specifically configured for the Agent training.

1. Administrator
2. Agent Train-the-Trainer (TTT)
3. Agent
4. Cutover Coaching

If the customer changes the recommended order of classes, Airbus DS Communications requires a Training Program Modification Waiver to be completed and signed by the customer. The Airbus DS Communications Project Manager or Project Coordinator will communicate and manage this process.

NORMAL CLASS TIMES

Unless prior arrangements have been requested and approved in advance:

- Mondays are used as travel days for the trainers.
- Our training programs begin at 8:00AM and end at 5:00PM with a 1 hour break for lunch.

CLASSROOM REQUIREMENTS

- We recommend a minimum of one (1) training position per two (2) students for the most effective training solution.
- Class size should not exceed eight (8) students for Admin training and eight (8) students for Agent training.
- Designated classroom areas should be sized appropriately for class size, isolated from other activities and include comfortable tables & chairs, white/black board and LCD projector (if required).
- **NOTE: At minimum, one 9-1-1 test trunk with ALI functionality as well as one administrative line should be available for use during training.**

SPECIAL ORDER END USER / CUSTOMER SITE CLASSES

The following End User / Customer Site courses are considered as special order and available as requested. Please contact our Training Department at TrainingAdmin@airbus-dscomm.com to request a Course Syllabus / Course Description. For class costs and / or to place an order, contact our Sales Department at:

Quotes@airbus-dscomm.com

- MagIC Admin
- ORION Aries Admin
- ORION Aries Agent
- PEAbody Admin
- PEAbody Agent
- Sentinel CM Admin
- Sentinel CM Agent
- Sentinel CM Agent Train-the-Trainer
- Sentinel ECS-1000/RescueStar Activity Tracker
- Sentinel ECS-1000/RescueStar Admin
- Sentinel ECS-1000/RescueStar Agent
- Sentinel ECS-1000/RescueStar Agent Train-the-Trainer
- Sentinel ECS-1000/RescueStar SMART Admin
- Sentinel ECS-1000/RescueStar Stats Admin
- Sentinel Patriot 3 – Administrator
- Sentinel Patriot 3 – Agent
- Sentinel Patriot 3 – Agent TTT
- Sentinel Patriot 3 – SIP Phone
- Sentinel Patriot® Monitor & Stats – Administrator
- VESTA CS Admin
- VESTA CS Agent
- VESTA CS Agent Train-the-Trainer
- VESTA CS Supervisor
- VESTA Pallas – Agent
- VESTA Pallas – Agent TTT
- VESTA Pallas – Standard Administrator
- VESTA SL-100 Admin
- VESTA SL-100 Agent
- VESTA SL-100 Agent Train-the-Trainer
- VESTA® View™ Admin

END USER / CUSTOMER TRAINING COURSE DESCRIPTIONS

CALL PROCESSING

VESTA/Sentinel 4 (VESTA 9-1-1) – Administrator (Upgrade)

- Part Number: VESTA/Sentinel 4 (VESTA 9-1-1) Administrator Upgrade: 000001-06703
- Course Description: **NOTE: This course is designed for VESTA/Sentinel 4 Administrators upgrading from a previous VESTA/Sentinel 4 platform. Course content is dependent on feature implementation.**
- Duration: 1 day
- Recommended Audience: PSAP Administrators who are already trained in VESTA / Sentinel 4 and require delta training due to a software upgrade and additional feature set.
- Prerequisites: VESTA/Sentinel 4 Administrator: 000001-06704 or VESTA/Sentinel 4 Advanced Administrator: 000001-06708

VESTA/Sentinel 4 (VESTA 9-1-1) – Standard Administrator

- Part Number: VESTA/Sentinel 4 (VESTA 9-1-1) Standard Administrator: 000001-06704
- Course Description: **NOTE: This course is designed for smaller PSAPS (less than 10 positions) or for PSAPs not implementing the multi-agency, multi-role features.**

This course is typically one of the first courses to occur during or shortly after the installation of a VESTA/Sentinel 4 system in order to set up the application before the Agent / Call Taker courses. The course covers configuration of the Console end-user application through to the features that will be used by the PSAP. The course content includes:

- Introduction / Overview
- Data Distribution Service (DDS)
 - Adding Agents and Profiles
 - Selecting Console Permissions
- Console Configuration
 - Configuring the Console Workstation
 - Designing a Layout
 - Configuring System Sounds
 - Configuring Contact Manager, Contexts and Speed Dials
- Genovation Keypad Programming (optional)
- Basic Enhanced IP Phone Configuration (if applicable and with FE / Technician's assistance)
- Agent Course Content. The Admin course covers all call handling features covered in the Agent course including:
 - Answering 9-1-1 and admin calls
 - Call features (hold, park, transfer/conference, ALI request, abandoned calls, Contact Manager, TTY) and IRR
- Duration: 1.5 days

- **Recommended Audience:** PSAP Administrators who are responsible for setting up the Console application for the Call Takers and decision makers about features behavior
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - Experience in a LAN environment with setting up user groups and security levels for users
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

VESTA/Sentinel 4 (VESTA 9-1-1) – Advanced Administrator

- **Part Number:** VESTA/Sentinel 4 (VESTA 9-1-1) Advanced Administrator: 000001-06708
- **Course Description:** **NOTE: This advanced course is recommended for sites that are larger (more than 10 positions) or implementing the multi-agency, role-based routing features.** This is an advanced curriculum for sites needing an additional half-day to complete the PSAP layouts.

This course is typically one of the first courses to occur during or shortly after the installation of a VESTA/Sentinel 4 system in order to set up the application before the Agent course. The course covers configuration of the Console end-user application through to the features that will be used by the PSAP. The course content includes:

- Introduction / Overview
 - Multi-Agency / Role- Based Planning / Implementation (if applicable)
 - Data Distribution Service (DDS)
 - Adding Agents and Profiles
 - Selecting Console Permissions
 - Console Configuration
 - Configuring the Console Workstation
 - Designing a Layout
 - Configuring System Sounds
 - Configuring Contact Manager, Contexts and Speed Dials
 - Genovation Keypad Programming (optional)
 - Basic Enhanced IP Phone Configuration (if applicable and with FE / Technician's assistance)
 - Agent Course Content. The Admin course covers all call handling features covered in the Agent course including:
 - Answering 9-1-1 and admin calls
 - Call features (hold, park, transfer/conference, ALI request, abandoned calls, Contact Manager, TTY) and IRR
- **Duration:** 2 days
 - **Recommended Audience:** PSAP Administrators who are responsible for setting up the Console application for the Call Takers and decision makers about features behavior
 - **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - Experience in a LAN environment with setting up user groups and security levels for users
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

VESTA/Sentinel 4 (VESTA 9-1-1) – Agent Train-the-Trainer (TTT)

- Part Number: VESTA/Sentinel 4 (VESTA 9-1-1) Agent Train-the-Trainer: 000001-06702
- Course Description: This course typically occurs during or shortly after the installation of a VESTA/Sentinel 4 system. The course content covers the operational features of the system and the handling of 9-1-1 and administrative calls in order to train the Agents / Call Takers. The course consists of the standard Agent training content in addition to adult learning principles and how best to teach Call Takers about the VESTA/Sentinel system.
- Duration: 1 day
- Recommended Audience: PSAP Trainers/Supervisors who are responsible for training Call Takers on the VESTA/Sentinel system
- Prerequisites:
 - Windows application familiarity including mouse navigation and keyboard skills
 - Prior instructional experience
 - In-depth knowledge of (PSAP) day-to-day operation including call handling requirements

VESTA/Sentinel 4 (VESTA 9-1-1) – Agent

- Part Number: VESTA/Sentinel 4 (VESTA 9-1-1) Agent: 000001-06701
- Course Description: This course typically occurs during or shortly after the installation of a VESTA/Sentinel 4 system. The course covers the call taker features of the system and the handling of 9-1-1 and administrative calls. The course content includes:
 - Getting Started
 - Logging On / Off / Starting and Exiting the Console / Main Screen Buttons
 - Basics of Answering 9-1-1 and Administrative Calls
 - Call Flow
 - Answering Emergency Calls / Administrative Calls
 - Call Information Window / Line Button State Indicators
 - Placing a Call on Hold / Retrieving / ACD Calls / Mute
 - Multiple Participant Features
 - Transferring / Conferencing / Joining a Call / Using Call Park
 - Blind vs. Supervised Transfer
 - Additional Features
 - Performing a Manual ALI Request / Sending ALI to Emergency Response Agency
 - Automatic Ringback / Accessing Previous Calls
 - Using Contact Manager / Searching Contacts
 - Using the Keypad / Redialing Numbers / Handling Abandoned Calls
 - TTY Calls (Emergency and Administrative)
 - IRR
- Duration: 4 hours
- Recommended Audience: PSAP Call Takers
- Prerequisites: Windows application familiarity including mouse navigation and keyboard skills

VESTA/Sentinel 4 (VESTA 9-1-1) – IP Phone

- Part Number: VESTA/Sentinel 4 (VESTA 9-1-1) IP Phone: 000001-06799
- Course Description: This course is typically taught during, or shortly after, the installation of a VESTA/Sentinel 4 system and its accompanying IP phone system. The course content procedurally describes – and illustrates – the end-user features and operation of the phone system.
- Duration: 1 -2 hours
- Recommended Audience: PSAP Call Takers, Supervisors, Administrators, Administrative Assistants, and IP Phone End Users
- Prerequisites: Familiarity with multi-line telephones and their features, such as conferencing and call transferring

MAPPING

ORION Vela (VESTA Locate) – Administrator

- **Part Number:** ORION Vela (VESTA Locate) Administrator: 000001-25714
- **Course Description:** This course typically occurs after the installation of an ORION Vela system. The course provides the student with the knowledge to update, configure, and maintain ORION Vela. Due to network security, in some cases the technical support provider will copy all files to all ORION Vela PCs. The course content includes:
 - Introduction
 - System Block Diagram - Explanation of Installed Components
 - Introducing Optional Products (Pictometry, DataSync)
 - Using ORION Vela
 - Creating Map Projects (Map Windows)
 - Working with Templates
 - Updating Templates
 - Incident Map Settings / Adding Custom Maps
 - Reviewing ALI Source / Updating ALI Parser
 - Updating Class of Service Codes
 - Setting up wireless rules
 - Incident Location Settings / Search Location Settings
 - Class of Service Icons / Call Nature Icons
 - Fading and Timeout Settings
 - Setting Incident Behavior Options
 - Configuring Wireless Options, Points of Interest, and Zoom Levels
 - Incident View Settings (Plot and Zoom)
 - Configuring Incident Fields, Incident Grids, and Callouts
 - Enabling Discrepancy Recording
 - Setting the default Print Template
 - Enabling plug-in extent notification
 - Saving and Publishing Templates (DataSync)
 - Global Geocoding Settings, Address Geocoding, Centerline Geocoding
 - Setting Score Reductions
 - Configuring Standardized Names, Address Dictionary Rules, and Translate Rules
 - Setting up the Routing Engine
 - Configuring Road Closures and Restrictions
 - Creating Predefined Routing Locations
 - Creating, Viewing and Modifying Preplans
 - Pictometry – Set Sync with Vela option (Note: Pictometry training is not included.)
- **Duration:** 3 days
- **Recommended Audience:** PSAP Administrators and GIS professionals responsible for updating map data and setting operational preferences
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of (PSAP) day-to-day operation including call handling requirements
 - Knowledge of mapping applications is a plus

ORION Vela (VESTA Locate) – Agent Train-the-Trainer (TTT)

- **Part Number:** ORION Vela (VESTA Locate) Agent Train-the-Trainer: 000001-55712
- **Course Description:** This course provides the PSAP Trainer with the skills necessary to train other PSAP employees on how to utilize the features that have been enabled in ORION Vela. The course consists of the standard Agent training content in addition to adult learning principles and how best to teach call takers about the ORION Vela system.
- **Duration:** 1 day
- **Recommended Audience:** PSAP Trainers
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - Prior instructional experience
 - In-depth knowledge of (PSAP) day-to-day operation including call handling requirements

ORION Vela (VESTA Locate) – Agent

- **Part Number:** ORION Vela (VESTA Locate) Agent: 000001-45711
- **Course Description:** This course provides the PSAP Call Taker/Dispatcher with the skills necessary to utilize the features that have been enabled on an ORION Vela workstation. The course content includes:
 - Logging In / Interface / Server Connections / Using Legend, Overview Map, and Magnifier
 - Scales / Selection Tools / Zoom In / Zoom Out / Zoom Tools
 - Full Extent, Previous Extent, and Next Extent
 - Pan Map / Toggle Orthos / Managing Hot Spots / Identify and Compare Map Features
 - Measuring Distance / Area and Previous Measurements
 - Clearing Map Graphics / Redisplaying Incident Graphics
 - Address / Street / Intersection Search / Points of Interest
 - Map Coordinates / Latitude Longitude Search / Preplans
 - Using View Menu, Print Designer, and Print Templates
 - Exporting Text Files / Map Window, Exporting based on Buffers
 - Working with Road Closures and Restrictions / Driving Directions
 - Toggling Ortho Layers
 - Working with InfoTips / Using the View Menu
 - Incident Grids / Create Incident Tool
 - ALI Incidents / Raw ALI
 - Printing Incidents, Viewing Preplans, Removing Incidents
 - Reviewing, Resolving and Archiving Discrepancies
 - Pictometry – Set Sync with Vela option (Note: Pictometry training is not included.)
- **Duration:** 4 hours
- **Recommended Audience:** PSAP Call Takers and/or Dispatchers
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of (PSAP) day-to-day operation including call handling requirements

Activity View – Administrator

- Part Number: Activity View Administrator: 000001-06074
- Course Description: This course typically occurs during or shortly after the installation of a VESTA/Sentinel 4 system. The course covers the operation and analysis of the Activity View application. The course content includes:
 - Exploring Activity View Screen
 - Handling Documents and Sessions
 - Displaying Real-Time Activity
 - Viewing Calltaker, Active Calls, Trunk/Line, and Queue Windows
 - Customizing Color and Threshold Alerts
 - Displaying Marquee Messages
 - Displaying Status and Alarm Functions
 - Configuring the Display Panel to Show Key Performance Indicators
 - Review Exercises
- Duration: 4 hours
- Recommended Audience: PSAP Administrators who are responsible for monitoring and statistical reporting
- Prerequisites:
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements
 - VESTA/Sentinel 4.x Admin and Agent training course or familiarization with Console application

Aurora (VESTA Analytics) – Administrator

- **Part Number:** Aurora (VESTA Analytics) Administrator: 000002-24404
- **Course Description:** This course typically occurs after the installation of a new Aurora MIS system and some data has been captured at the PSAP (can be in the form of training data prior to cutover). The course covers the management information system and generated reports. The course content includes:
 - Introduction / Aurora Architecture
 - Getting Started with Aurora
 - Various Components
 - Reviewing the Aurora Interface
 - Observing Event Lists and Event Details
 - Applying Filters, Generating Event Detail Reports, and Exporting
 - Displaying Call Statistics, Scenario Management, Database Properties, and System Status
 - Configuring Aurora
 - Creating Aurora Administrators and Aurora users.
 - Using the Aurora Application Manager
 - Configuring Default User Preferences
 - Set Up Report Groups (e.g., Agents, Consoles, and Class of Service)
 - Generating Reports
 - Running Report Manager (Call Counts, Ring Time, Transfer Average, Trunk and Line Utilization)
 - Applying Date Range, Advanced Filters, and Groups
 - Scheduling Reports
- **Note:**
 - Ad Hoc and Analytics are not covered in this curriculum. These advanced features require certified users and a specialized Airbus DS Communications trainer to be offered at the customer's request.
 - If need real data collected that will aid in a true understanding of Aurora reporting capabilities, we highly recommend the Aurora Remote Course (#000000-24405) that can be arranged 30-45 days post-cut.
- **Duration:** 1 day
- **Recommended Audience:** PSAP Administrators responsible for generating reports and monitoring activity at the center
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

Aurora (VESTA Analytics) – Administrator Remote

- Part Number: Aurora (VESTA Analytics) Administrator Remote: 000000-24405
- Course Description: NOTE: This course is not intended to take the place of the 8-hour on-site class. This course is offered to Administrators that have already completed the full Aurora Admin Course (000002-24404) and is optional for upgrade sites. It can also be offered to existing Aurora sites with new users required to run reports and stats. The remote session is offered 30-45 days post cutover or at the customer's discretion. This way, more real-life data has been collected and will aid in the demonstration of Aurora features and statistical reporting. The course overviews the management information system with focus on generating reports / data management. Advanced planning and coordination is required. Refer to Special Instructions below.
- Note: Ad Hoc and Analytics are not covered in this curriculum. These advanced features require certified users and a specialized Airbus DS Communications trainer to be offered at the customer's request.
- Special Instructions:
 - Airbus DS Communications will send a WebEx invitation to the attendees at the site for the remote training session. Hook up to a PC viewer and screen for a larger audience is recommended. Instructor will call in to a speaker phone in the room or similar arrangement.
 - Airbus DS Communications utilizes a remote access utility to connect to the Aurora server to access Aurora and display during the WebEx session. Connection must be verified prior to scheduling. Failure to connect will result in the inability to offer this remote training session.
- Duration: Up to 4 hours
- Recommended Audience: PSAP Administrators responsible for generating reports and monitoring activity at the center
- Prerequisites:
 - Aurora Administrator Course: 000002-24404 (required)
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

Aurora (VESTA Analytics) LITE On-Site

- **Part Number:** Aurora (VESTA Analytics) LITE Onsite: 000000-24407
- **Course Description:** This course is offered to Aurora LITE customers who require an instructor-led course at the customer's site. The course is typically offered during the phone system training and before cutover or at the customer's discretion. The course content includes basic reporting functionality:
 - Introduction / User Interface Familiarization
 - Displaying Call Events
 - Searching By Caller's Number
 - Creating Call Detail Reports / Generating Reports Based on Specified Date Range
 - System Management options
- **Note:** If need real data collected that will aid in a true understanding of Aurora reporting capabilities, we recommend the #000000-24406 Aurora LITE Remote Course that can be arranged 30-45 days post-cut.
- **Duration:** 2 hours
- **Recommended Audience:** PSAP Administrators responsible for generating reports and monitoring activity at the center
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

Aurora (VESTA Analytics) LITE Remote

- **Part Number:** Aurora (VESTA Analytics) LITE Remote: 000000-24406
- **Course Description:** This course is offered to Aurora LITE customers. The remote session is offered 30-45 days post cutover or at the customer's discretion. This way, more real-life data has been collected and will aid in the demonstration of Aurora features and statistical reporting. The course content overviews the management information system with focus on generating reports / data management. Advanced planning and coordination is required. Refer to Special Instructions below.
- **Special Instructions:**
 - Airbus DS Communications will send a WebEx invitation to the attendees at the site for the remote training session. Hook up to a PC viewer and screen for a larger audience is recommended. Instructor will call in to a speaker phone in the room or similar arrangement.
 - Airbus DS Communications utilizes a remote access utility to connect to the Aurora server to access Aurora and display during the WebEx session. Connection must be verified prior to scheduling. Failure to connect will result in the inability to offer this remote training session.
- **Duration:** Up to 2 hours
- **Recommended Audience:** PSAP Administrators responsible for generating reports and monitoring activity at the center
- **Prerequisites:**
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements

ORION DataSync – Administrator for Vela (VESTA Locate)

- Part Number: ORION DataSync – Administrator for Vela (VESTA Locate): 000001-25804
- Course Description: This course typically follows an ORION Vela Administrator course at sites where an enterprise DataSync solution is installed and ready for use. This course covers the necessary skills to administrate a DataSync solution in either an enterprise (WAN) or local (LAN) configuration. The course content includes:
 - Introduction / DataSync and ORION Product Line
 - Understanding DataSync Components / System Block Diagram with Conceptual
 - Single Call Center (LAN) Solution
 - Enterprise (WAN) Solution
 - Configuring and Using DataSync
 - DataSync Publisher
 - Creating an Update Job
 - Setting Source Folders / Destination Folders
 - Exclusions
 - Publishing an Update Job
 - Pausing, Canceling and Resuming an Update
 - Vela Publishing
 - Updating Map Data / Templates
 - Saving Projects and Layouts
 - The Map Processing Server
 - Publish
 - DataSync Client
 - DataSync Client Download Service
 - Active Application
 - Download Options
 - Registering an Application
 - R1 Distribution Manager (Enterprise Solution)
 - Connecting to the Center Server
 - Setting Distribution Job Parameters / Setting Temporary Folder
 - Automatic Updating
 - Saving the Job as a Template
 - Maintenance and Trouble Shooting
 - Maintaining Optimal Performance
 - Understanding Errors
 - The PMC Audit Log
 - Altering the Transfer Folder Location
- Duration: 4 hours
- Recommended Audience: PSAP Administrators
- Prerequisites:
 - Windows application familiarity including mouse navigation and keyboard skills
 - In-depth knowledge of PSAP day-to-day operation including call handling requirements
 - ORION Vela Administrator Course (#000001-25714)

CUTOVER COACHING

- Part Number: Cutover Coaching: 000001-08538
- Course Description: This course occurs at the customer site during and/or after the system is cut-over and the 9-1-1 system is taking live calls. One instructor will provide an eight (8) hour cutover coaching session within a 24 hour day. ***Cutover Coaching is available in an 8-hr block that can be used in one (1) 8-hr block or divided into two (2) 4-hr blocks not separated by more than 4 hours.*** This course offers the service of the trainer to be a “job shadow” in the PSAP.
- Duration: 8 hours within a 24-hour day. ***Cutover Coaching is available in 8-hr blocks that can be used in one (1) 8-hr block or divided into two (2) 4-hr blocks not separated by more than 4 hours.*** If outside the 8AM – 5PM timeframe, requires prior coordination and approval.
- Recommended Audience: PSAP Administrators / Agents who are responsible for the operation of the 9-1-1 Call Center
- Prerequisites:
 - 9-1-1 System is ready for cutover or has already cutover

CANCELLATION POLICY

Cancellations for scheduled training with less than the required 14-day notice negatively impact resource availability and cost. Therefore, Airbus DS Communications has implemented a cancellation policy to address these issues.

The Training Cancellation Policy will apply to any customer change request that directly or indirectly affects an existing resource schedule for Airbus DS Communications Training. Airbus DS Communications requires all schedule change requests to be submitted in writing no later than 14 days before the start of the scheduled service ("Notice Period"). Changes received less than 14 days before the start of the scheduled service are subject to a service charge.

Airbus DS Communications Training Services are scheduled in several ways. After submitting a purchase order that includes Training Services, the customer can schedule Training Services:

- Through the assigned Airbus DS Communications Project Manager or Project Coordinator
- Directly with the Training Services Administrator for I&M classes
- In accordance with the process identified in project plan or associated statement of work, as applicable

Once a Training Service has been scheduled, changes must be requested through the same channel as initially scheduled. Customers who have questions about who they should contact to schedule Airbus DS Communications Training Services or how to make changes to previously scheduled Training Services should contact Airbus DS Communications at 951.719.2100.

Airbus DS Communications recognizes that there are many factors that drive schedule changes. Airbus DS Communications reserves the right to determine if changes that occurs after the Notice Period for the scheduled training has a cost impact on Airbus DS Communications, and consequently may be eligible for the applicable schedule change service fee.

INSTALLATION & MAINTENANCE / ADMIN COURSES

Written notice of student cancellations will be accepted up to 14 days prior to class start date without penalty. Notifications can be sent to TrainingAdmin@airbus-dscomm.com. After that time, cancellations and "no shows" are subject to a service fee not to exceed 50% of course tuition. All classes are subject to minimum enrollment.

Airbus DS Communications reserves the right to cancel a course due to insufficient enrollment up to two weeks prior to the first day of the course. In this case, Airbus DS Communications will offer an alternate course date or reimburse the registration fee. Airbus DS Communications will not accept any further claims whatsoever.

END USER / CUSTOMER COURSES

Scheduled class cancellations for classes given at the customer site will be accepted within the Notice Period without penalty. After that time, class cancellations are subject to a service fee not to exceed 50% of the total class fee. This applies to all student seats reserved for the cancelled class at the customer site.

AIRBUS DS Communications | *home of VESTA®***HEADQUARTERS**

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